POLICE TECHNOLOGY SPECIALIST

DEFINITION

To analyze, test, install maintain and operate information programs and applications in a law enforcement environment and provide technical assistance and training to users; diagnose, test, and repair public safety mobile data and desktop computers and related electronic equipment; to assist the Information Technology Manager; research, select, implement and maintain new technology, including wireless and PDA communications, with emphasis on the integration of new and existing technologies of the Police Department; and to perform related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology Manager.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Provide technical support, training, and assistance to department users in the proper operation of assigned computers and related equipment.

Troubleshoot, diagnose, and resolve system problems; perform routine hardware and software diagnosis and minor repairs; replace failed components as appropriate.

Coordinate with the MIS Department the inventory, installation, testing and maintenance of hardware and software specific to the Police Department.

Assist in the research and evaluation of the Police Department's technology needs.

Participate in the analysis, design, implementation, and integration of news systems and application to determine suitability for department use.

Serve as department liaison with MIS (Management Information Systems) to ensure compliance with City's goals and rules.

Communicate with vendors regarding maintenance agreements, warranties, repairs and replacements; coordinate activities and resolve issues or concerns.

Maintain current knowledge of information technology trends and innovations affecting police departments; attend and participate in job related seminars, committees and professional group meetings.

Prepare and present training materials and classes for department employees.

Participate in developing the goals, objective, and service delivery plans for information systems within the department.
Maintain, upgrade and expand the Police Department's web site.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer services.

Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Methods and techniques of installing and maintaining computers and peripheral equipment.

Troubleshooting, problem solving techniques, and basic repair techniques related to computer and electronics equipment used in the Police Department.

State of-the-art technology trends as they pertain to law enforcement.

Police Computer Aided Dispatch (CAD), regional radio, telephone and communication systems, Records Management Systems, personal computers, laptops, and LAN networks operating systems related to assignment.

Pertinent federal, state, and local laws, codes and regulations.

Microsoft Word, Access, Excel, GIS, and PowerPoint applications.

Principles and methods of training and instruction.

Record keeping and report preparation techniques.

Basic mathematics.

English usage, spelling, grammar, and punctuation.

Ability to:

Identify and troubleshoot hardware/software problems and make or recommend appropriate solutions.

Read, understand, and interpret manufacturer's schematics, hardware, operating system and software manuals; apply such information as appropriate.

Diagnose and repair electronic and computer equipment related to police department.

Evaluate the technical needs of a project and make a recommendation for a solution.

Plan and conduct effective user trainings.

Prioritize and coordinate several work activities and follow up as required; research, organize, and maintain accurate records and prepare reports.

Use initiative and sound independent judgment within established guidelines.

Operate standard computer and office equipment related to assignment.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of responsible experience performing computer support activities, preferably in a municipal law enforcement environment.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in Computer Science, Business Administration, Logistics or a closely related field.

License or Certificate

Possession of a valid California driver's license.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time and use a personal computer (keyboard and mouse). Intermittently twist and reach office equipment; bend, crouch, squat, and kneel while installing and repairing hardware and software; use telephone, write or use keyboard to communicate through written means; may lift up to 50 pounds. See in the normal vision range

with or without correction to read typical business documents and computer screens; hear in the normal range with or without correction.

WORKING ENVIRONMENT

Some of the work is performed indoors in a carpeted and air-conditioned office environment with fluorescent lighting and moderate noise level. There is exposure to outside atmospheric conditions, traffic, and noise when going to meetings or outlying offices/buildings or working on rooftops. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

4/05